Council on Technology Services
Seat Management Workgroup
September 10, 1999 Meeting Minutes

List of attendees below.

Pete Kolakowski called the meeting of the Seat Management Workgroup to order at 1:10 p.m. He then introduced Matt Manion from DGS's Division of Purchases and Supply and Diane Horvath and John Jung from the Division of Legislative Services. The Workgroup reviewed the minutes from the August 13 meeting, which were approved as presented.

Next, Joy Hughes explained the Equipment Trust Fund (ETF); following are some highlights:

- ETF is the way colleges and universities obtain equipment of $500 or more in value. It was designed in 1986 to update engineering laboratories.
- In the next legislative session, the General Assembly added equipment for a Graphic Arts program, and in a later session it added scientific equipment.
- When Governor Allen came into office, he asked universities to restructure, increased the dollar amount for ETF, and allowed universities to use ETF for administrative computing. It became the campus computer equipment-funding mechanism.
- Even with the increased dollar amount, the schools who received more funding were the ones with large engineering departments as opposed to ones who have more total faculty, staff, and students.
- ETF PC desktops have a five-year life and must be tracked. If they are lost, they must be replaced with similar or comparable equipment.
- ETF borrows money; therefore equipment must serve as collateral. Since seat management customers do not buy the equipment, colleges and universities cannot use ETF as a funding source.

Universities would like to see the money administered in a different way. Dr. Hughes is proposing the creation of an ETF II to meet computing needs such as seat management. Pete pointed out a recent change in the seat management report. One of the recommendations will be that the Secretaries of Technology, Education, and Finance need to be involved in creating an ETF II. Dr. Hughes felt that this would adequately address her concerns.

The next agenda item was to review a handout of suggestions that were responses from the draft report that was published on August 17 on the COTS Web site. Pete thanked everyone who made comments. A detailed version of the proposed changes is attached. Following are some highlights:

- The section on page 14, under "Disposal" was changed to illustrate everything that is involved

with disposal, including associated costs. Everyone agreed it would be beneficial to go into more detail on disposal.

- Another suggestion was to state before-and-during-seat management TCOs for each of the programs in Chapter IV. This is difficult because not all agencies performed TCO prior to seat management implementation. Chip German noted that UVA determined a TCO, but warned against publishing TCOs in the report because there is a lack of consistency in the TCO evaluation processes among agencies and it would be too easy to misinterpret the numbers. He agreed that it should be a recommendation of the Workgroup that from this point on, agencies should develop their own repeatable TCO methodology and continually evaluate TCO before and during seat management. Pete pointed out that evaluation criteria for seat management should be more than just TCO — benefits should be considered as well.

Pete stopped the comment review to ask Courtney Carpenter to update the Workgroup on William and Mary's seat management pilot. Courtney said that William and Mary signed a contract with Dell. Dell wanted the contract to be a lease with services, but William and Mary wanted pure seat management on a two- to three-year cycle. As a result, William and Mary had a to pay a little more money. So far, approximately 300 machines have been delivered and are operational. Overall, the transition went well, but there were a few problems with the image and the manufacturer coordination with integrators was a little complicated. Courtney stressed the importance of having designated contract management staff.

The Workgroup went on to review more comments from the handout:

- One reviewer commented that modeling a Commonwealth of Virginia program word-for-word after GSA may be a little restrictive, but the Commonwealth could make the program flexible enough to allow users to scale into a full seat management solution. The Workgroup will pass this suggestion along to the future Seat Management Office, pending the acceptance of the Workgroup's recommendations. Chip German added that multiple-vendor contracts are especially valuable for agencies spread out over a wide geographical area, but it is also beneficial for smaller institutions, and he asked that the report be amended to say that.
- There were some comments made concerning the VDOT/VRS SITEA contract. One of the suggestions was that the specific Service Level Agreement (SLA) results should be mentioned. Pete said that VDOT is getting an independent verification on the pilot's success and he felt it was premature to add SLA figures to the report. He added that VDOT would be happy to share the current SLAs individually, but publishing those figures would not add anything to the report because it would not be very objective. Chip also suggested that it would be misleading to freeze SLA percentages at a single point in time because the figures should be an average over the life of the contract.
- Another suggestion was that users should have the right to add their own software to their machines. Tom Bradshaw explained that lack of standardization is an added cost. At VDOT, anyone who wants to add new software must make a request to VDOT's configuration lab to make sure the software is suitable for the user's system. Everyone agreed that agencies and vendors need to deal with this issue in the contract and form a policy for loading special user software. Agencies need to understand that if they load something that harms a seat management

machine, their costs increase. Another issue that must be confronted is vendor liability during tech refreshment — what happens when the vendor removes a machine with agency- or individual-owned software.

- The last suggestion was that agencies need to consider various configurations in the RFP process with a cost index chart ([see attached handout](#)). This information will be passed on to the Seat Management Office.

Pete walked the Workgroup through each chapter of the report, asking for any last-minute comments. Bernie Hill and Courtney Carpenter will send updates for both of their programs to add to Chapter IV. Matt Manion questioned the feasibility of the Secretary of Technology establishing a Seat Management Office, adding that it hasn't been decided who would be responsible for IT procurement. Pete said that the Seat Management Office is for planning and advisory purposes, not procurement.

Pete thanked the Workgroup for their hard work and explained the next steps. Crissie will e-mail the amended version of the report to the Workgroup Monday or Tuesday. Chip German motioned that if there were no additional corrections, Monday's version will be the final copy. Bernie Hill seconded the motion, and the Workgroup agreed.

In the September 29 COTS meeting, Pete will have one hour to present the Seat Management Workgroup's final report. Pete plans to deliver a 20-minute presentation and a Q&A session following. Pete plans to share a draft of the presentation with the Workgroup and send the final version to COTS so they may preview it. The report and technical appendices (minutes and presentations to the Workgroup as a matter of record) will be delivered to Secretary Upson next week. Pete did not see a need for another meeting of the Workgroup.

With no further business to discuss, the meeting was adjourned at 2:32 p.m.

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